

Delaware Voluntary Service Station Assistance Program



"It's Good Business!"

The State of Delaware requires service stations providing both full and self service to provide full service assistance to disabled motorists, during hours in which full service is offered, at self-service prices. Because industry trends indicate an increase in the number of "self-service-only" service station facilities, fewer service stations are required to comply with this requirement. This trend adversely affects disabled motorists who cannot pump their own gas; those individuals are finding it increasingly difficult to locate retail stations that would pump gas for them. While the Federal Americans With Disabilities Act requires self-service facilities with two or more employees to provide service to disabled motorists, no such statute exists at the state level in Delaware.

In 2000, the Department of Transportation, the Division of Vocational Rehabilitation, representatives of various city and state agencies, State Congressional offices, representatives of the petroleum industry, several prominent Delaware Service Station Dealers, and representatives of the disabled community, formed the "Voluntary Service Station Assistance Task Force". This task force explored the possible actions that could be taken to address the accessibility issue. As a result, beginning March 1, 2002, a 3-year pilot program called the "Voluntary Service Station Assistance Program" has been developed, with the goal of promoting voluntary assistance by Delaware Service Station Dealers to disabled motorists who cannot pump their own gas. If the pilot program is successful, it will continue beyond the initial program period.

Several Delaware retail service stations throughout the state are participating in this program. These stations can be identified by a "Pump Service" sign which resembles the picture

on the first page of this brochure. In addition, these stations have an "Hours of Service" sign which identifies when the service will be provided.

To find out which Delaware retail service stations are participating in this program, please go to the Delaware Motor Fuel Tax Administration web page (www.deldot.net/static/mfta) and click on the "Voluntary Service Station Assistance Program" link. Or, contact the Office of Retail Gasoline Sales by mail (Post Office Drawer E, Dover, Delaware 19903-1565), or by telephone (302-744-2703).

In addition, retail service stations in the State of Maryland are participating in this program; to find out more about the Maryland program, please visit their web site (www.mdota.state.md.us/ada) or contact The Governor's Office for People With Disabilities at 1(410)333-3098.



